

NEW! ITS Service Portal

ISD information
technology services

Quick help is just a click away!

There's a new way for ISD customer departments to get assistance with technical issues and service requests. At the NEW ITS Service Portal you can:

- 1 View a short video tutorial
- 2 Reset and renew passwords
- 3 Submit a Service Request
- 4 See your active incidents and requests
- 5 View current outages



Now online!



Account Management

- Password reset
- Password renewal
- Account unlock
- RSA SecurID resets



Helpful Resources

- Short video tutorial
- Active Incidents & Requests window
- Recent and scheduled changes
- Current Outages window



Incident Management

- New incident tickets
- Automatic incident escalation
- Instant status of incidents and requests
- Incident history statistics



Service Requests

- Solutions to commonly occurring issues
- Links to other self-service websites



INTERNAL
SERVICES
DEPARTMENT

<http://myselfservice.lacounty.gov>